टी. डी. सुविधा प्रदान की जाएगी। इस अवधि के दौरान 2 नए टेलीफोन एक्सचेंज लगाए जाने का प्रस्ताव है।

(ग) जी हां।

(घ) जी हां।

(ङ) ब्यौरे विवरण में **(नीचे देखिए)** दिए गए हैं। उक्त सभी एक्सचेंजों का विस्तार/उन्हें बदले जाने का कार्य उपस्कर तथा स्टोर्स प्राप्त होने तथा निधि उपलब्ध होने पर किया जाएगा।

विवरण

1993–94 के दौरान सूरत शहर में विस्तार/प्रतिस्थापन

1. महिधारपुर	10 के मुख्य– ई–10बी	मौजूदा 7500 लाइनों में स्थान पर+320 लाइनों–
2. इन्दौर	6 के मुख्य आर एल यू	2000+320 लाइनों के स्थान पर
3. कटरगाम	3 के आर एल यू	1000+320 लाइनों के स्थान पर
4. टैक्सटाइल मार्किट IV नई प्रौद्योगिकी	4 के विस्तार	विस्तार।

संवर्धन के लिए प्रस्तावित कुल निवल क्षमता

2180
3680
1680
4000

11540 लाइनों*

Allotment of PCOs and payphones to unemployed educated youth

867. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the facility of incoming calls on PCOs and pay-phones have been withdrawn in Delhi and in other parts of the country;

(b) if so, what are the details and reasons thereof;

(c) whether it is also a fact that Government have decided to allot payphones/PCOs to unemployed educated youth on priority basis throughout the country; and

(d) if so, what are the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Orders existed that incoming call facility should not be provided on STD PCOs. After considering representations recieved from a large number of PCO allottees, orders have been issued on 8.7.93 restoring incoming call facility on all PCOs. A copy of these orders is laid on the Table of the House, as Statement I (*See* below).

(c) and (d) According to the revised policy, payphones are to be allotted only to educated unemployed persons. Preference will be given to the following categories of educated unemployed persons:

(i) Handicapped including blind persons

(ii) SC/ST applicants.

(iii) Ex-servicemen/war-widows

(iv) Retired DOT employees or their dependants

(v) Dependants of Freedom .. Fighters.

(vi) Charitable Institutions Hospitals.

A copy of the Revised Policy Guidelines on STD PCOs is placed on the Table of the House as Statement II (*See* below).

Statement—I

Government of India
Ministry of Communications
Department of Telecommunictions
Sanchar Bhavan, New Delhi.
No. 31-13|91-PHB (Pt.)

Dated at ND, the 8th July, 1993.

All Chief G.Ms. Telecom|Telephones. Chief G.Ms., M.T.N.L., New Delhi/ Bombay.

All General Managers, Telephone Districts|All T.D.Ms.

Subject: Incoming Call facility .. to PCOs.

Reference: 31-13|91-PHB dated 14.8.82.

After considering the various representations recieved on the issue of 'Incoming Call facility on Public Telephones', it has been decided that the Incoming Call facility may be restored on all the Public Telephones (Local and STD) with immediate effect.

The following instructions may also be scrupulously be followed by the field units with immediate effect.

(i) The local PCOs should inveritably be trminated on CCB instruments only and not on ordinary telephone instruments except in the case of local PCOs allotted to Handicapped persons.

(ii) Every local PCO should be inspected by the concerned Telephone Inspector|Lineman every week and a report submitted to his JTO/SDO|TDE that they are in operational condition and that the public is having free access to these telephones at all reasonable hours say 0600 hrs to 2200 hrs. No parallel telephones should be allowed to be connected to these public telephones. Detterrent action including action under CCS (CCA) Conduct Rules should be taken against the defaulting inspecting authorities such as Lineman|P.I.|JTO in whose areas malpractices take place due to non-observance of the above linstructions. The inspection should also cover the deposit of daily proceeds at regular intervals.

Compliance of the above instructons may pleasee be communicated to the undersigned within 10 days from the date of receipt of these in structions.

Sd/-

(K. V. Krishnamurthy)
Asst Director General (PHB)

Statement—II

Copy of letter No. 31-13/91-PHB dt. 24th July, 1993 from Assistant Director General (PHB).

To,

All Chief General Managers, Telecom/Telephones

Chief General Managers, MTNL, New Delhi/Bombay.

General Managers, Telephones.

Sub: Review of policy on STD PCOs

Under the orders of Hon'ble Minister of State (c), the liberalised policy of allotment of STD Payphones enumerated in our office Memo No. 31-13/91-PHB dated 14-3-92 has been reviewed with a view to provide greater employment opportunities to educated unemployed. The following guidelines are issued for implementation with immediate effect.

I. *GENERAL*

1 **Eligibility**: Only educated unemployed persons are eligible to apply for allotment of STD PCOs.

They should produce an unemployment certificate from their local MPs|MLAs Revenue authorities of the rank of Thasildar and above|employment officer|Chairman or Member of Zilla Parishads|Panchayats Village Pradhan or Secretaries of recognized Socal Organisations like Rotary Club|Lions Club etc., who have jurisdiction over the locality where the applicant resides. The educational qualifications for the applicants are:—

i. for rural areas: 8th or middle school pass and above.

ii. for urban areas: atleast matriculate or High School and above.

Application is to be submitted in the prescribed proforma enclosing the unemployment certificate and agreeing to the terms and conditions prescribed by the Department of Telecom for the operation of STD PCOs.

2. Selection of bonafied persons. A Committee with a composition as given below will select the applicants for allotment of STD PCOs after proper scrutiny and verification of bonafields. As a check against possible frauds, photocoopy of the unemployment cetificate may be sent by registered letter to the issuing authority with a covering letter requesting for getting it verified. The Committee will allot the available number of PCOs giveng preference to following categories of persons:—

(a) Handicapped including blind persons

(b) SC|ST applicants

(c) Ex-servicemen|War Widows

(d) Retired DOT employees or their dependents.

(e) Dependents of Freedom Fighters.

(f) Charitable Institutions$Hospitals.

The committee will be fully authorised ot allot STD PCOs and also decide the location of the new PCOs.

Composition of Committee:

(a) The Committee for allotment of the new STD pay phones would consist as under:

(i) Head of the SSA Chairman

(ii) An officer from the Finance & Accounts Wing of the Department working under the SSA Head such as AO/CAO etc. Member.

(iii) Three Non-official members would be nominated by the Ministry for a tenure period of two years.

3. **Procedure for allotment:**

The committee will meet atleast once every month depending on the amount of work relating to allotment of STD PCO to scrutinise and select the applications from the eligible persons for STD PCOs allotment.

(4) **Loan facility to STD PCO Allottees**

SSA Headwill issue a ceritficate of allotment of STD PCO to the allottee to enable him to seek loan etc. from scheduled banks SSA Head will also provide all assistance in this regard.

(5) **Extent of provision:**

Upto 5 per cent capacity of the exchange lines is to be reserved for allotment of PCOs (STD and Local)

6. Type of Exchange to which STD PCOs should be parented:

STD PCOs should normally be parented to an Electronic Exchange only. In a place which is served by electro mechanical exchanges, a new 128 P C—DOT electronic exchange or an electronic exchange of a higher capacity with 16KHz home metering capability can be opened and all STD pay phones may be parented to this electronic exchange. The tall leggers working with these STD PCOs should be operated on 16 KHz cycle pulse from the parented electronic exchange .

7. General conditions:

(i) One applicant should be provided with only one STD payphone However, the existing bulk franchisees will continue to operate as per terms and conditions of their existing agreement.

(ii) All STD Payphones should be so installed that they face public road|lane to allow free acces to public.

(iii) The opening hours of such public telephones would be atleast from 6.00 a.m. to 10.00 p.m.

(iv) Terminal equipment used by the allottee should be interface approved and they should not be programmable locally. Simple call logger|Charge indicators manufactured by Hindustan Teleprinters Ltd. or other manufacturers which are interface approved by the department should be used. Use of stop watch will not be permitted (List of approved charge indicators is bing circulated separately).

(v) The allottee of STD PCO will be entitled to 20 paise per call unit upto 10,000 call units, 15 paise per call unit in the range of 10,000 to 20,000 call units and 10 paise per call unit beyond 20,000 call units as commission for the total number of call units made over a period of one month.

Procedure for recovery of security deposit and bills from STD PCO allottees will be as under:

Two accounts either in a Public Sector Bank or in Post Office savings Bank will be opened per STD PCO allottee. The first account will be opened in the name of Department of Telecom on which the allottee will deposit daily the entire collection of the day after deducting 20 paise per call unit upto 10,000 call units, 15 paise per call unit in the range 10,000 to 20,000 call units and 10 paise per call beyond 20,000 call units as commission for the total number of call units made over a period of one month. The A.O. (TR) will monitor the proper deposit of the amounts by co-ordinating with bank/post office and will also ensure that all bills in respect of these STD PCOs are timely adjusted from above account. The other account will be in the name of the allottee and it will be pledged to the President of the Union of India. The allottee will deposit 5 paise per call unit in this account daily towards security despsit and this deposit will continue to be made till the amount becomes equal to Rs. 5,000/- in respect of Urban STD PCOs or Rs. 600/- in the case of rural STD PCOs or average one month revenue whichever is higher. In rural areas, if the facility of Bank or Post Office is not apailable nearby, the above deposits can be made weekly. The telephone inspectors and JTOs in the field will periodically inspect and check the passbooks of PCO allottees for prompt depositing. Defaulters, if any, in this regard should be brought to the notice of higher authorities for taking action against them. Lapses on the part of the field staff during inspection will be dealt with severe penalties.

ti. The security deposit can also be deposited in cash in one instalment or be in the form of a Bank Guarantee.

vii. Rates of pulses should be displayed prominently by the allottee of STD PCO for all important stations in the country and all stations within 200 kms.

viii. The applicants have to apply in the prescribed form the allotment of STD PCOs.

ix. The applicant should sign an agreement in the prescribed form with the Teleom Authority when an STD PCO is allotted to him.

x. Incomnig call facility will be allowed on all STD PCOs.

xi. Shifting of STD PCOs within the local area is permitted. Normal shifting charges applicable to DEL will be levied.

xii. Periodical surprise checks should be done to see that the allottee charges customers as per the guidelines given by Department of Telecom.

xiii. Guidelines for applying for PTs and rules governing them should be published in the commercial information pages of the telephone directory.

xiv. Periodical advertisement may be inserted in local newspapers, when sufficient number of applicants are not forthcoming.

II. *RURAL*

Apart from the general conditions the following guidelines have to be followed in respect of rural STD PCO operation. The rural STD PCO is defined for this purpose as one working in an exchange system which has a total capacity of 512 lines and less.

1. A minimum guaranteed revenue per PCO per month in the case of rural STD PCO is fixed as Rs. 100/-.

2. A security deposit of Rs. 600/- based on six months guaranteed revenue or monthly average revenue whichever is higher has to be deposited by the allottee of the STD rural PCO This average revenue is calculated on the basis of the revenue of the previous six months.

3. Weekly billing cycle would be followed for recovery of STD PCO charges.

III. NON-RURAL (URBAN)

Apart from the general conditions mentioned above, the guidelines detailed below have to be followed in respect of the STD PCOs scheme in Non-rural (Urban) areas;

1. Atleast one STD PCO may be made available for about every 100 dwelling/Business Premises.

2. *STD PCO Location*: While selecting the location for allotment of PCO, the SSA Head will consult the local bodies like Municipality, Public Institutions etc. to allocate convenient places for the PCO Booths. The important places given below should invariably be covered while selecting the location of PCO booths:

— Commercial Housing Societies

— Government Colonies

— Resettlement Colonies

— Family Quarters of Defence Personnel

— Students' Hostels

— Bus Stands

— Tourist Centres

— Airports

— Pilgrim Centres

— Railway Stations

— Charitable Institutions

— Hospitals

— Educational Institutions, Public Libraries etc.

3. A minmium guaranteed revenue per PCO per month to the Department in the case of Non-rural Urban STD PCOs is fixed as Rs. 1600.

4. The amount of security deposit will be Rs. 5000/- or an amount equal to the average monthly revenue whichever is higher. The Average monthly revenue will be calculated on the basis of previous six months' revenue.

5. Fortnightly billing cycle will be followed for recovery of STD PCO charges. If the charges are heavy, weekly billing may be resorted to by local telecom authority.

Receipt of this order may be acknowledged.

Sd/-
(K. V. KRISHNAMURTHY)
Asstt. Director General (PHB)

Railway mail service in the country

868. SHRI VIRENDRA KATARIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Railway mail service which was operating for the last si many years has been withdrawn resulting in the delay in postal deliveries;

(b) if so, what are the reasons therefor;

(c) whether it is also a fact that the postal services for the last so many years have deteriorated to a great extent and mails are delivered very late ss compared to previous service;

(d) if so, what measures are being taken to improve postal services;

(e) whether there is any proposal under Government consideration to restart the railway mail service for effecting quick deliveries of postal mail; and

(f) if so, what are the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir. the Railway Mail Service continues to operate as part of the Postal System.

(b) Does not arise.

(c) No, Sir.

(d) Does not arise.

(e) and (f) Taking into account all relevant factors, the Department had taken a decision to utilise the exising accommodation in RMS Mail Vans for conveyance of pre-sorted mail. The position is reviewed from time to time and so far there have been no circumstances justifying a revision of this policy. Reviews have shown that the operational change indicated above has had no significant bearing on time of transit bags rather than sorting of mails, delivery of mails; while at the same time considerable economy of expenditure has been achieved.

Arbitration Board to settle the disputes in telecom commission

869. SHRI SURESH PACHOURI:
SHRI IQBAL SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the telecom commission has decided to set up an arbitration board to settle the disputes between service providers and subscribers;

(b) whether it has also been decided to segregate subscribers into business and non business categories for charging a higher tariff from the former group and lower from the latter groups;

(c) whether these decisions were passed on the recommendations made by the BICP; and

(d) if so, by what time final decision in this regard is likely to be taken?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKR RAM): (a) to (c). Sir, Telecom. Commission has accepted the recommendation of BICP for setting up of Arbitration Board to sort put billing and other disputes. Implementation details are being worked out and will be decided after consulting the Ministry of Law.